

INPATIENT SERVICES

The hospital delivers inpatient services through dedicated treatment programs under the supervision of the clinical director. In addition to adult psychiatric services, specialty services exist for the treatment of children and adolescents, geriatrics, the hearing impaired, and individuals with a primary psychiatric diagnosis and a secondary diagnosis of mental retardation. We also provide support services, including laboratory, radiology, pharmacy, dental and administrative services. Austin State Hospital has a funded average daily census for 299 patients and distribution is as follows:

- Adult Psychiatric Services – 174
- Children/Adolescent – 30
- Specialty Services – 95

A service director who is a mental health professional heads each treatment service. Each service's organizational structure is indicated by the organizational chart and/or description in that service's procedure manual.

ADULT PSYCHIATRIC SERVICES

Description

As one component of the Austin State Hospital, Adult Psychiatric Services (APS) provides a continuum of care for adults with mental illness who have been referred by their local mental health authority (LMHA) or by the court for in-patient psychiatric treatment. We are committed to providing essential and cost effective treatment and stabilization for persons with severe mental illness in order to facilitate their recovery and return to the community continuum of care. Services provided include:

- essential diagnostic and intensive mental health care for patients in acute distress,
- stabilization and competency restoration programming for individuals under court mandate for treatment and confinement, and
- psychoeducational services to assist patients with successful transition to a less restrictive environment.

Initial assessments include: physical examination/medical history/laboratory studies; psychiatric evaluation; intellectual and personality functioning; educational level and need; social skills; cultural and family issues and needs, and rehabilitative needs. Additional assessments and/or evaluations are also completed as needed. Based upon these assessments/evaluations, experienced interdisciplinary teams plan and implement each patient's treatment. Comprehensive individualized treatment planning includes liaison with referral agencies from the time of admission, during treatment planning and review, and at discharge to ensure continuity of care. In addition, each treatment team works with the patient and family members in the planning and delivering of psychiatric services with the goal of returning the patient to the community for follow-up psychiatric care.

The Adult Acute Care Psychiatric Units provide essential diagnostic and intensive mental health care for patients in acute distress, including identification of underlying medical issues and medication management. After admission and crisis stabilization, treatment is goal-oriented to provide individuals medication stabilization, interdisciplinary team services, and discharge planning.

The Forensic Services Unit provides the psychiatric care needed by individuals who are under the courts' mandate for treatment and confinement. The population served includes:

- persons who have been admitted on criminal commitments,
- persons on voluntary or civil commitments who have written legal detainers to return to jail at the time of discharge,
- persons who have charges pending and will eventually be discharged to jail, or

- persons transferred to ASH from North Texas State Hospital Vernon campus after having been found no longer manifestly dangerous.

Therapeutic Programs

Treatment programs are guided by the principle that every person served should be treated with dignity and respect. All units within APS provide psychiatric services in a safe environment to both genders, which is found to be more normalizing. Specialized services and programs include:

Psychiatric rounds	Medical nutrition therapy
Psychoactive medication	Social skills training
Psychological assessment	Self-help skills training
Neuropsychological assessment	Behavior therapy
Educational assessment	Occupational therapy
Psychoactive medication classes	Recreational therapy
Individual and Group therapy	Arts and crafts
Family therapy	Speech/language evaluation and therapy
Group therapy	Community meetings

Facilities

APS is located in two single-story buildings, each built around a central patio. Dayrooms and nursing stations are conveniently located near patient bedrooms. Professional offices are also nearby. The service consists of eight (8) adult treatment units - seven (7) adult psychiatric units and one (1) forensic unit. Five adult units are Medicare certified.

Therapeutic Activity Areas

Two large enclosed patios with covered areas	Two sport courts
Music/group therapy rooms	Large dining rooms
Mini-kitchens/activity rooms	Picnic areas
In-door recreational areas	

General Information

Population:	18 to 59 years of age
Bed capacity:	174
Service:	38 rural and urban counties
Funding sources:	State revenue, third party payers, Medicare/Medicaid, or sliding-scale individual fees

Admissions

24 hours a day by a physician

Patients accepted on voluntary, emergency, or court committed basis

Referrals must come through the Community MHA or by court order

Personnel

All professional staff members are specialty trained, registered, licensed, and credentialed to provide psychiatric services. Licensed personnel directly supervise mental health workers. Physician and registered nurse coverage is in place 24 hours per day.

Professional staff includes:

Board certified and Board eligible psychiatrists	Licensed vocational nurses
Licensed professional social workers	Registered occupational therapist
Licensed psychologists	Registered recreational therapists
Licensed psychological associates	Psychopharmacologist
Registered nurses	Chaplain

Accreditation

Joint Commission accredited; Medicare certified; Medicaid approved

Contact Person:

For further information please contact:

David Davies, LCSW
Social Work Supervisor - APS
4110 Guadalupe Street
Austin, Texas, 78751
Telephone: (512) 419-2722 FAX: (512) 419-2713.

Additional Contact Persons: Amanda Bowman, LCSW at (512) 419-2466.

SPECIALTY SERVICES

Description:

Specialty Adult Services is located on building 794 and provides psychiatric inpatient services to the following patients:

- Adults over the age of 60 with mental illness.
- Adults age 18-60 with mental illness who require longer-term treatment.
- Persons who are dually diagnosed with mental illness and mental retardation.
- Persons who are deaf and have mental illness.

Specialty Services A and B is a 45-bed unit and serves persons who have Medicare benefits. Programming is available for the aging with mental illness. Geriatric patients may be assigned to off-unit rehabilitation classes. The unit also includes services to individuals eligible to participate in the Medicaid I.M.D. program.

Specialty Services C and D provides services for the dually diagnosed adult patients with mental illness. Patients on this service have severe cognitive deficits (impaired attention span, memory, verbal comprehension, etc.) that require a highly structured environment, routine, and learning program with more intensive teaching strategies. These patients require longer periods to achieve stability sufficient to return to the community. The program includes a token economy, a level system, and teaching of basic daily self-care and social skills. Specialized classes and group activities provided by the Education/Rehabilitation staff are designed to re-mediate the functional deficits exhibited by the patients on the unit.

Specialty Services E and F provides services to hearing-impaired patients as well as adults with mental illness who have intermediate cognitive impairment and require longer periods to achieve stability sufficient to return to the community. The unit provides a total communication environment for the deaf-mentally ill and addresses behavioral problems and persistent motivational and skills deficits that prevent individuals from achieving autonomous functioning. The program includes a level system, and teaching related to self-care and independent functioning. Education/ Rehabilitation classes are designed to improve functioning in targeted areas. Classes are progressive in nature and include functional skills, basic social and conversational skills, coping skills, and medication management.

The multi-disciplinary treatment teams, including psychiatrists/physicians, nurse practitioner, nurses, psychiatric nurse assistants, psychologists, social workers, and rehabilitation staff, provide a biopsychosocial assessment for each patient. This assessment addresses the physical, emotional, behavioral, social, recreational, legal, vocational, spiritual, and nutritional needs of the patients. Required assessments include physical and psychiatric exam and nursing, social, and rehabilitation assessments. Psychological, educational, and vocational assessments, as well as special assessments for neurological deficits, are provided as deemed necessary by the treatment team.

Treatment planning is based on the assessment of identified needs and problems. Major treatment modalities include psychotropic medication, a full range of psychosocial interventions, specialized interventions for physical and organic dysfunction, the physical environment, behavioral management, and the use of treatment milieu. Centralized ASH programs, including

Vocational Rehabilitation, Recreational Rehabilitation, Spiritual Care, and Patient Education, are utilized to individualize and enhance the treatment program for patients.

Discharge and aftercare planning begins during the assessment phase. Problems and needs identified during the assessment phase that are beyond the stated scope of the program are documented and an aftercare plan is developed that links the patient to programs and agencies that can meet identified needs. The social work staff refers all patients to local mental health centers for continued treatment. Referrals are made for vocational, legal, health, and family service, as well as placement in nursing homes or other less structured facilities as per individual needs.

Therapeutic Programs:

Treatment programs are guided by the principle that every patient should be treated with dignity and respect. Geriatric Services provides psychiatric treatment in a safe environment to both genders, which is found to be more normalizing. Specialized programs include:

Psychiatric rounds	Individual therapy	Arts and crafts
Psychoactive medication	Group therapy	Social skills training
Psychological assessment	Family therapy	Medical nutrition therapy
Neuropsychological assessment	Occupational therapy	Self-help skills training
Educational assessment	Behavior therapy	Recreational therapy
Speech/language evaluation and therapy	Psychoactive medication classes	Community meetings

Facilities:

Specialty Adult Services is located in a one-story building on the north side of the hospital. The units consist of a large dayroom, with separate wings for female bedrooms and male bedrooms. Therapy and rehabilitation classes are conducted down the north hall in a rehabilitation wing or on each unit. Professional offices are nearby.

General Information:

Population:	18 years of age and above
Service area:	38 rural and urban counties
Funding sources:	State revenue, third party payors, Medicare/Medicaid, or sliding-scale individual fees

Admissions:

Patients accepted on voluntary, emergency, or court committed basis 24 hours a day as determined appropriate by a physician. Referrals must come through the community center/MHA or by court order.

Personnel:

All professional staff are trained, registered, licensed, and credentialed to provide psychiatric services. Licensed personnel directly supervise psychiatric nursing assistants. Physician and registered nurse coverage is in place 24 hours per day. Professional staff includes:

Board certified/eligible psychiatrists	Licensed vocational nurses
Licensed Masters level (LMSW-ACP) and Bachelors level (LSW) social workers	Registered occupational therapist
Licensed Doctoral level and Masters level psychologists	Registered recreational therapists
Registered nurses	Psychopharmacologist
	Chaplain

Accreditation:

Joint Commission accredited; Medicare certified; Medicaid approved

Contact Names and Numbers:

Our goal is to provide excellent care during your family member's stay here. If you have questions or comments, you may contact any of the staff members listed below.

Dr. Kristy Ditzler, Service Director, 419-2862

Jolene Harvey, Nurse Manager, 419-2924

Dr. James Bayliss, Sr. Psychiatrist, 419-2916

Dr. Randall McIntyre, Psychiatrist, 419-2965

Dr. Leela Pulim, Psychiatrist, 419-2918

Dr. Nilima Mehta, Psychiatrist, 419-2975

Jane Luetchens, Nurse Practitioner, 419-2655

Dr. Lynne Bannatyne, Psychologist, 419-2875

Ron Nottebart, Assoc. Psychologist, 419-2883

Dr. Dory Sisson, Psychologist, 419-2879

Marsha Karrass, Sr. Social Worker, 419-2917

Carol Roesch, Social Worker, 419-2915

Diana Spain, Social Worker, 419-2426

Erica Tomlinson, Social Worker, 419-2488

Sheila Elliott, Social Worker, 419-2433

Shirley Trapani, Social Worker, 419-2881

Teresa Miller, Deaf Interpreter, 419-2366

CHILD AND ADOLESCENT PSYCHIATRIC SERVICE (CAPS)

General Information and Philosophy

Established as the Children's Psychiatric Unit at Austin State Hospital in 1966, CAPS was the first inpatient facility for children in Austin as well as the state hospital system. CAPS is a 30-bed service that provides acute care inpatient mental health services to youth from ages 3 to 18 years of age.

Service area: 63 rural and urban counties

Funding sources: State revenue, private insurance, Medicaid, and sliding-scale fees

Services: Essential diagnostic and intensive short term mental health care for youth and their families, with the goal being the earliest possible return to the community for continued treatment. Initial assessments include physical examination/medical history/laboratory studies; psychiatric evaluation; intellectual and personality functioning; educational level and need; social skills; cultural and family issues and needs; and rehabilitative needs. Comprehensive individualized treatment planning includes liaison with referral agencies from the time of admission, during treatment planning and review, and at discharge to ensure continuity of care.

Treatment approach: biological, psychological, social

Therapeutic Programs

Experienced interdisciplinary teams collaborate with parents/guardians and patients in treatment planning and review. Physician and registered nurse present 24 hours per day. Specialized services and programs include:

Psychiatric rounds

Occupational therapy

Psychological assessment

Neuropsychological assessment

Speech/language evaluation and therapy

Educational assessment

Social skills training

Medical nutrition therapy

Psychoactive medication classes

Individual therapy

Group therapy

Family therapy

Behavior therapy

Art and crafts

Recreational Therapy

Cognitive behavior group

Self-help skills training

Pediatric medical specialty needs are contracted with local clinics or individual practitioners

Specialty Areas

CAPS is known for expertise in the diagnosis and treatment of complex psychiatric disorders at the severe end of the spectrum, including:

- Mood and psychotic disorders with symptoms of severe aggression
- Post-traumatic stress disorders in association with physical and sexual abuse

- Combinations of mental retardation, organic disorders, learning disabilities, developmental disorders, attention deficit disorder

School

All patients attend school in an adjacent building equipped with classrooms, gymnasium, art room, and pre-vocational skills room. Special education classes are provided by A.I.S.D. five hours per day, five days per week, and academic credits are transferable to the home school upon discharge.

Facilities

Residential Service: Housed in a single-story building designed for child and adolescent treatment. All public areas are electronically monitored. Dayrooms and nursing stations on four sub-units are surrounded by bedrooms with 2 or fewer patients per room (each sub-unit has a dorm room capable of housing 3-4 patients). Professional offices are located in the residential and school buildings.

Sub-units:

- adolescent boys' section of 10 patients (ages 13-18)
- adolescent girls' section of 10 patients (ages 13-18)
- mixed boys' and girls' section of 10 patients (under age 13)
- overflow section of 9 beds that can be used by either children or adolescents

Therapeutic Activity Areas

Music/group therapy room	High-fenced outdoor activity area
Mini-kitchen/activity room	Fenced Courtyard
Large recreational area	Swimming pool
Large central room	Picnic area
Fenced large 3-part playscape	Fenced lawn/sports court

Admissions

24 hours a day by a physician

Patients accepted on voluntary, emergency, or court committed basis

Referrals must come through the community mental health authority or by court order

Medicaid admission criteria used

Personnel

All professional staff are specialty trained, registered, licensed, and credentialed to provide child/adolescent psychiatric services. Adjunct staff are directly supervised by licensed personnel.

Professional Staff:

Child & adolescent board certified psychiatrists	Registered occupational therapist
Masters level (LCSW) social workers	Speech and language therapists
Licensed Ph.D. psychologist	Masters-level school psychologist
Registered nurses	Recreational therapists
Licensed vocational nurses	Registered dietitians
Certified special education teachers	

Adjunct Staff:

Psychiatric Nurses Assistants provide 24-hour supervision and guidance under the supervision of registered nurses; Teachers' aides

Accreditation

Joint Commission accredited; Medicaid approved

School programs operated by A.I.S.D. and accredited by the Texas Education Agency

Length Of Stay

Because the mission of Austin State Hospital is to provide cost-effective short-term treatment for patients in acute crisis and to stabilize and effect a timely transition to outpatient care in the community, the average length of stay is about 2 weeks.

Contact Name and Number

For further information please contact:

Christine Laguna, Ph.D
CAPS Service Director
4110 Guadalupe Street
Austin, TX, 78751
Telephone: (512) 419-2513
FAX: (512) 419-2512

CLINICAL SERVICES

Inpatient services at Austin State Hospital are delivered through treatment programs under the supervision of the Clinical Director. The following additional clinical and administrative services are also provided:

Patient Rights - Medical Psychiatric Services
Nursing Services - Education and Rehabilitation - Spiritual Care
Food and Nutrition - Psychology Services - Social Services
Dental Services - Psychiatric Pharmacy Services

PATIENT RIGHTS

The Patient Rights Department serves as a liaison and resource for patients, family, staff and the community in addressing issues involving patient rights, patient satisfaction and complaint management.

Services Include

- Mediation
- Debriefing/reconciliation for alleged victims of abuse
- Complaint resolution
- Assistance with issuing a Directive to Physician or Medical Power of Attorney
- Training and education of rights
- Spanish language interpreter services

Staff

- Sue Schrader, Director
- Jim Wilson, Patient Representative
- Connie Smith, Administrative Assistant

Patient representatives may be reached by calling (512) 419-2142 Monday through Friday, from 8:00 a.m. until 5:00 p.m.

MEDICAL/PSYCHIATRIC SERVICES

The medical staff is made up of qualified licensed physicians and dentists who have the overall responsibility for the quality and appropriateness of the professional services provided at ASH.

The Clinical Director is both the administrator for the medical staff and discipline director for the staff physicians.

Applicants for membership to the medical staff are required to provide peer recommendations and health status information. The medical staff coordinator forwards completed applications to an outside provider for credentials verification. The Clinical Privileges Committee makes recommendations about privileging based on training and experience. The Committee of the Governing Body makes appointment to the medical staff, and the Governing Body acknowledges medical staff appointments. Medical staff members reapply for appointment biennially. The biennial review includes evaluations of the physician's performance, verification of license status, acceptable reports from performance improvement activities, continued acceptable health status, and the required annual ASH training and CME 1 requirements.

The services addressed by physicians are:

Direct Service

- admission and discharge of patients;
- physical and psychiatric assessment and treatment;
- document services provided in a manner that meets all federal and state requirements;
- monitoring patient rights;
- ensuring adequacy of individualized treatment plan; and
- oversight of biopsychosocial treatment modalities.

Administration

- accurate and timely billing information;
- serve on hospital committees and participate in IOP activities;
- be responsible for treatment team decisions;
- provide leadership;
- be vigilant regarding safety issues; and
- help monitor compliance with medical standards.

Training

- take required ASH training;
- maintain CME requirements;
- supervise students and team members;
- provide information needed by patients, families and staff members; and
- remain current in practice standards.

NURSING SERVICES

The Nursing Services mission is to provide planned, clinically sound, quality nursing care for patients at Austin State Hospital in order to facilitate their recovery and successful return to the community. Nursing Services accomplishes this mission by:

1. Providing planned nursing care based on holistic assessment of the individual;
2. Providing essential nursing care and treatment in a compassionate manner which maximizes individual potential;
3. Actively participating in a coordinated, interdisciplinary, treatment approach to meet the needs of patients and their families;
4. Adapting to the changing healthcare environment, maintaining fiscal responsibility and efficiency, and using sound clinical and administrative decision-making processes; and
5. Providing academic linkages in the education and supervision of nursing students, new graduates and employees.

The primary function of nursing services is to provide quality nursing care to all patients served at the Austin State Hospital. Standards of nursing care exist to ensure that all patients with

similar nursing care needs receive the same level of nursing care. The registered nurse is responsible and accountable to prescribe, delegate and coordinate all nursing care provided in this hospital. S/he may delegate tasks as appropriate to licensed vocational nurses and psychiatric nursing assistants (PNAs).

Nursing Services is centralized. Nursing Services Administration (NSA) includes the chief nurse executive, assistant director of nursing, four nurse managers, and the nurse educator. The chief nurse executive directly supervises the nurse managers and all work collaboratively with the service directors. The assistant director of nursing directly supervises the house supervisors who are based in admissions and also clinically supervises the Medical Clinic nursing staff. In addition to the responsibility to assure the delivery of optimal and quality nursing procedures and interventions to all patients, NSA is responsible for the continued development of nursing services staff to their fullest potential.

Nursing services staff includes registered nurses, licensed vocational nurses, and psychiatric nursing assistants. Registered nurses provide assessment, intervention, and evaluation of nursing care and they direct the delivery of patient care 24 hours a day, 7 days a week. Nursing Services staff monitor each patient's status and coordinate the provision of nursing care while assisting other professionals in implementing the individual plan of care for each patient.

Nursing Services staff participates in treatment plan development, implementation, and evaluation. Coordination of patient care and treatment takes place through treatment team conferences and planning meetings. The registered nurse, along with the physician, psychologist, social worker, rehabilitation therapist, and others, actively works together with the team to develop and implement a treatment plan with the patient. It is the registered nurse's specific responsibility to identify and define all nursing care needs and specific nursing care interventions to meet those needs. The treatment plan is the vehicle from which nursing staff, under the direction and supervision of the registered nurse, provides nursing care to patients. The nurse actively assists the individuals served and their families to achieve treatment goals.

EDUCATION AND REHABILITATION SERVICES

The Education and Rehabilitation department provides need-determined and essential services for all Austin State Hospital patients through education, rehabilitative activities and therapeutic programs provided by qualified, licensed and/or certified professionals. Individual differences in age and identified treatment needs are considered when determining the unique services provided for patients through six service functions: school age education, adult basic education, psycho-educational classes, rehabilitation therapies, rehabilitative activities and the Patients' Library.

The Education and Rehabilitation department (Ed/Rehab) encompasses a school-age program, which is sponsored by the Austin Independent School District, an Adult Basic Education program and a Patient's Library which are co-sponsored by the hospital and grant funds through the Texas Education Agency, and treatment focused psycho-educational classes. Rehabilitation services consist of recreation, music, dance/movement, art, drama, and occupational therapies (as staffing allows). The Animal Assisted Activity Program is a coordinated service provided by Ed/Rehab and Community Relations. Rehabilitative activities include special events (wellness/diversity) and holiday celebrations. School age education is provided for nine months, all other services are provided to patients' daily, evening, and weekends twelve months a year.

SPIRITUAL CARE

The Department of Spiritual Care exists to evoke and cultivate the inner spiritual resources necessary to wholeness and to the process of healing.

The mission of the department is to be a vibrant and caring community offering the healing resources of religion and spirituality to the hospital's patients, families, and staff. The hospital provides religious and spiritual support to the patients through chaplains in the Department of Spiritual Care.

The primary responsibility of chaplains is to work with patients and to guarantee that patients of the hospital are accorded their right to religious freedom. As members of interdisciplinary teams, chaplains enter into dialogue with patients to help discern how their religious beliefs and spirituality can best be related to their mental, physical, and emotional health and to help integrate the patients' spiritual needs and strengths into their treatment plans. Chaplains may also serve as interpreters, explaining patients' and family members' religious concepts to the team in psychological terms; likewise, explaining psychotherapeutic concepts to patients, family members and community clergy in religious terms. Chaplains assist patients in their transition from the hospital into the community by serving as a therapeutic liaison with local congregations.

Chaplains provide worship opportunities on the clinical units and at the All Faiths Chapel so that all patients have access to worship services. As requested, chaplains provide spiritual care visits, spiritual counseling, prayer, sacramental support, literature as available, and community referrals. The focus of these services is not to promote any particular religion, but rather to help the patients discern how their own spirituality can best be engaged in the therapeutic process.

The secondary responsibility of the Chaplains is to provide support and encouragement to the hospital staff, and the families of the patients. Each of those is a part of the patients' therapeutic milieu. Through ongoing supportive and professional relationships with staff, and particularly through staff spirituality consultations, chaplains attempt to improve staff morale and to affect a positive sense of community.

Chaplains also seek to educate and sensitize community clergy and the general public about mental health and mental illness by offering educational presentations to congregations and other organizations on such issues as stress, depression, concerns of the mentally ill, hospitalization, and grief. Chaplains encourage and train congregations to join in ministry to the patients at Austin State Hospital and their own congregants that may have mental health needs.

FOOD AND NUTRITION

The Nutrition Service staff includes dietitians registered with the American Dietetic Association and licensed with the State of Texas. This staff is responsible for the quality and appropriateness of the medical nutrition therapy (MNT) provided at ASH as part of treatment team plans. The Director of Nutrition Services oversees the nutrition services staff, is the contract manager for the test kitchen operated by the Central Office of TDMHMR, and oversees the National School Lunch and Breakfast Program at ASH. We base the quality of nutrition services on patient needs and expectations as applied through communication with other departments and contracted entities as well as application of the knowledge of human nutrition, food, and food management. We also serve patient needs by enhancing staff's professional competence through continuing education programs and the delivery of quality services by appropriate use of time, money, and facilities. The Nutrition Services department systematically evaluates the quality and effectiveness of its practice and incorporates the results of its evaluation.

PSYCHOLOGY SERVICES

The Psychology Department exists to provide psychological services to all patients at Austin State Hospital. Services include psychological and neuropsychological assessment, behavioral therapy, psychotherapy, consultation, education, and research. The *Ethical Principles of Psychology and Code of Conduct* established by the American Psychological Association govern all activities of psychologists employed at ASH.

We provide psychological services in accordance with competency procedures that are implemented through the Director of Psychology and approved by the Medical Executive Committee. Psychologists who are licensed at the doctoral level by the Texas State Board of Examiners of Psychologists may have competencies for independent practice in any of the following areas: psychological testing, neuropsychological testing, individual therapy, group therapy, family therapy, and behavioral therapy. All other members of the psychology department, including unlicensed doctoral psychologists, psychological associates, and psychology trainees provide services under the supervision of a licensed psychologist.

In addition to formal psychological services, psychologists at ASH write treatment plans, develop and oversee unit behavior programs, provide staff training, conduct informal consultation, and assist in administrative aspects of the units to which they are assigned.

SOCIAL SERVICES

The Social Service Department at Austin State Hospital supports the hospital mission of providing quality psychiatric services by:

- completing a psychosocial history/assessment of the patient to enable the team to make a diagnosis, provide treatment, and to facilitate appropriate continuity of care planning;
- providing family/significant other education which teaches aspects of the patient's illness, coping strategies, and available community resources to improve the family's ability to create an environment which fosters and maintains recovery;
- actively involving the patient's local mental health authority (LMHA) in treatment and continuity of care planning;
- serving as a patient advocate and as a liaison between the patient and family, community services, courts, and other hospital disciplines/departments; and
- formulating a continuity of care plan based on the identified needs of the patient, with involvement of the family/significant others and the local MHA.

The social worker serves as a member of an interdisciplinary team responsible for treatment planning and implementation. The social worker gathers information from the patient, family, MHA, and other sources, which will aid team members in the development of treatment and continuity of care plans. This requires the ability to analyze and organize the data for a concise, yet comprehensive staffing presentation. In addition the social worker is the key staff member to involve individuals of the patient's support system in the formulation of continuity of care plan which promotes a smooth transition into the community.

The social worker interviews the patient and family/significant others (with consent) for social history information. The social worker completes a social history within 72 hours, and the patient's treatment team develops an Individualized Treatment Plan (ITP) within ten (10) days of the patient's admission to the hospital. The ITP addresses patient problems as well as identifies strategies to be used to meet the clinical needs of the patient. In order to formulate a comprehensive psychosocial assessment, social workers must integrate various cultural factors, including ethnicity, national background, and religion, as well as rural or urban lifestyles. We emphasize awareness of the patient's family circumstances, including the

constellation of the family group, the current living situation, and social, emotional and health factors, including substance abuse and sexual history/abuse.

Throughout the patient's hospitalization, we involve the patient's MHA in treatment and continuity of care planning, and most often the MHA is the primary service provider for community-based treatment. The social worker involves members of the patient's support system, who may include the patient's family, legal representative and others who provide primary care for the patient in the development of a community support plan. If possible, we notify the MHA at least twenty-four (24) hours prior to the patient's discharge, and we forward portions of the patient's records to the community agency accepting responsibility for the patient within twenty-four (24) hours after discharge. If the patient refuses aftercare services, the social worker will provide written information on how to access services for the patient's reference and document efforts and recommendations in the medical record.

DENTAL SERVICES

All patients receive an initial dental and oral cancer screening and further evaluation and treatment as indicated. We refer any patient requiring relief of pain or urgent care for dental services by the attending physician. All patients who have a length of stay of one year or more have an annual examination and oral cancer screening in their anniversary month

PSYCHIATRIC PHARMACY SERVICES

The mission of the Psychiatric Pharmacy Services is to assist in providing medication therapy outcomes that improve patients' quality of life, including eliminating or reducing patients' symptomatology, reducing or preventing adverse medication effects, improving patients' understanding of medication and compliance, and reducing or preventing practice errors relating to the use of medications. The service is dedicated to providing pharmaceutical care to the patients at Austin State Hospital through the monitoring of inpatient medication orders as well as pass, absent trial placement, and discharge prescriptions. A team of professional staff members, consisting of board certified psychiatric pharmacists, registered pharmacist and pharmacy technicians, provides care 24 hours daily. This team of professional staff is committed to its role in the patient's therapeutic plan by providing or assuring optimal medication therapy.

A pharmacist monitors each prescription or medication order before preparation and dispensing. We review each patient's medication profile for appropriateness of indication, drug interactions, drug-food interactions, allergies, duplications in therapy, and dosage adjustments based on age or disease state. The pharmacist maintains an accurate patient medication profile for each patient, which records all medication orders, patient medication allergies, diagnoses and other pertinent information. A pharmacist monitors white blood cell and neutrophil counts for patients being treated with clozapine, in accordance with our participation in the clozapine national registries.

Pharmacists are also actively involved in various hospital committees, including the Pharmacy and Therapeutics, Infection Control, Safety, Medication Errors, and Drug Use Evaluation Committees.